

**Massachusetts Department of Public Health - Office of Patient Protection**  
**Number of Requests Received by Type and Health Plan (Jan – Dec, 2001)**

	<b>Tufts</b>	<b>Harvard</b>	<b>Blue Cross &amp;</b>	<b>Fallon</b>	<b>Health NE</b>	<b>Cigna</b>
<b>Appeal Type</b>	<b>Health Plan</b>	<b>Pilgrim</b>	<b>Blue Shield</b>			
Behavioral Health	16	6	7	0	2	3
Cosmetic / Reconstructive	16	1	0	1	1	1
Experimental	8	0	3	1	0	1
Rehab Services	11	2	1	0	0	0
Dental	5	1	1	1	2	0
Pharmacy	7	0	0	1	0	0
Durable Medical Equipment	8	0	0	0	0	0
Inpatient	0	1	1	2	1	1
Excluded Services	2	0	0	0	0	0
Diagnostic Services	3	0	0	0	1	1
Outpatient	0	2	0	0	1	0
Emergency Care	0	0	0	2	0	0
<b>Totals</b>	<b>76</b>	<b>13</b>	<b>13</b>	<b>8</b>	<b>8</b>	<b>7</b>
	<b>Guardian</b>	<b>United</b>	<b>One</b>	<b>Neighbor-</b>	<b>NE Financial</b>	<b>Total</b>
<b>Appeal Type</b>		<b>Health</b>	<b>Health</b>	<b>hood</b>		<b>Requests</b>
Behavioral Health	0	0	0	0	1	<b>35</b>
Cosmetic / Reconstructive	0	1	1	0	0	<b>22</b>
Experimental	1	1	1	1	0	<b>17</b>
Rehab Services	1	0	0	0	0	<b>15</b>
Dental	1	1	0	0	0	<b>12</b>
Pharmacy	0	0	0	0	0	<b>8</b>
Durable Medical Equipment	0	0	0	0	0	<b>8</b>
Inpatient	0	0	0	0	0	<b>6</b>
Excluded Services	0	0	0	0	0	<b>2</b>
Diagnostic Services	0	0	0	0	0	<b>5</b>
Outpatient	0	1	0	0	0	<b>4</b>
Emergency Care	0	0	0	0	0	<b>2</b>
<b>Totals</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>136</b>

## Number of External Review Requests Received and Number of Eligible Cases by Health Plan

